GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4803
ANSWERED ON:28.04.2008
REVIEW IN PERFORMANCE OF POSTAL WORK
Murmu Shri Hemlal

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has reviewed the performance of existing system of posts, especially the services of speed post, money order and savings bank etc. in the country;

(b) the total number of complaints received by the Government with regard to poor performance of postal services, especially the money order and speed post services during the last three years and the current year in the country, State-wise;

(c) the number of places in the country, especially in the districts of Jharkhand and Bihar which do not have speed post service as on date;

(d) if so, the details thereof; and

(e) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) & (b) The Department of Posts regularly reviews the performance of various postal services including Speed Post, Money Order and Savings Bank. The review of the performance and initiating steps to improve quality of service are ongoing process. The number of Speed Post and Money Order complaints state − wise and year − wise are given in Annexure I and II respectively.

(c) to (e) All the districts of Bihar, Jharkhand and other states have Speed Post service. The network of Speed Post Service is extended after taking into account the market requirements, customer needs, expected business, transport facilities available etc.